

## Position Description

<b>Position Title:</b>	<b>Care Coordinator – Westfund Care Coordination Program</b>
<b>Classification:</b>	Stream D - Direct Service Delivery, Band 2

### Purpose of the Role

The Care Coordinator - Westfund Care Coordination Program works with eligible Westfund members, GPs, specialists and relevant health and wellbeing services to provide appropriate care and services for people experiencing chronic disease and complex health issues.

The program aims to achieve improved management of chronic disease and complex health care needs along with a reduction in unplanned admissions to hospital. Care coordination services aim to support people with complex health care needs (and their carers and families) to effectively navigate the health system through provision of relevant support and information, and linkages to other services. Care coordination is focused on supported self-management and health literacy, empowerment and integration with general practice and other key stakeholders in a members broader health care team.

### Key Relationships

The Care Coordinator is an employee of Marathon Health and reports to the Team Lead Westfund Care Coordination program. You will also have a close working arrangement with the other care coordinators, management, administration and Westfund key stakeholders, such as Clinical Care Coordinators.

You will be required to maintain effective working relationships with other staff employed or visiting to provide services within Marathon Health. You will liaise as necessary with the Marathon Health board members, partner organisations and other service providers, community organisations or individuals who have an interest in Marathon Health

### Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Provide quality care coordination for people experiencing chronic conditions/complex health.
- Provide care coordination services mainly by telehealth with face-to-face service delivery, in local area only and on approval from Team Lead or delegate.

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- Improve the coordination of available services including timely and integrated access to required health and wellbeing services for people living with chronic conditions.
- Where required respond to emergency situations and deterioration of the individual and escalate care as required.
- Source and provide referrals to appropriate services including mainstream service options, and appropriate eligible Westfund member service products.
- Provide health coaching and support to build the health literacy of the Westfund member and their understanding of their health and wellbeing needs.
- Attend regular and impromptu program and organisational meetings and events.
- Provide timely, objective and accurate clinical member file documentation in the client management system as per organisations policy, procedures and clinical governance frameworks.
- Attendance and participation in regular care or service audits and reviews to ensure seamless delivery of care.
- Report as per Marathon Health and Program guidelines, including timely and accurate data entry requirements.

### Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

### Our Values

Staff are expected to demonstrate our **ICARE** values:

**I**ntegrity & Trust

**C**ollaboration & Innovation

**A**chievement & Excellence

**R**espect & Empowerment

**E**mpathy & Understanding

### Special Job Requirements

- National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
- NDIS Worker Screening check, qualifications and professional registration as applicable to this role

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- Eligibility to work in Australia
- Valid Australian Drivers Licence

**Note:**

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

**Selection Criteria**

**Essential**

- Relevant tertiary qualifications (nursing, occupational therapy, health ,social work, nursing and human services)
- Registration with AHPRA, or eligible for membership with AASW of relevant.
- Demonstrated ability to comprehensively conduct initial assessments, develop a plan for care coordination; provide safe, clinically appropriate, and responsive service provision.
- Demonstrated competencies in and/or knowledge of the complexities and challenges involved individuals with chronic conditions, including mental health.
- Demonstrated high standard of verbal, written, interpersonal and communication skills, including the ability to adapt services to meet varying needs.
- Demonstrated ability to work with a diverse range of internal and external stakeholders to develop partnerships and service pathways.
- Well-developed time management and organisational skills.
- Sound computer skills and the ability to adapt to new software applications.

**Desired**

- Experience in providing support to participants through a telehealth model of practice and service delivery.